

## 2.19 RECOURSE TO INFO-SANTÉ TELEPHONE SERVICE

Table 2.19.1

Awareness of the existence of CLSC Info-Santé according to age and sex, population 15 years and older, Quebec, 1998

	%	Pop '000
<b>Men</b>		
15-24 years	60.8	302
25-44years	72.0	845
45-64years	67.5	568
65 years or more	73.7	256
<b>Total</b>	<b>68.9</b>	<b>1,972</b>
<b>Women</b>		
15-24 years	80.9	385
25-44years	84.1	966
45-64years	76.5	664
65 years or more	75.7	355
<b>Total</b>	<b>80.1</b>	<b>2,370</b>
<b>Both sexes</b>		
15-24 years	70.7	687
25-44years	77.9	1,811
45-64years	72.0	1,232
65 years or more	74.8	612
<b>Total</b>	<b>74.6</b>	<b>4,342</b>

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

Table 2.19.2

Awareness of the existence of CLSC Info-Santé according to income level and mother tongue, population 15 years and older, Quebec, 1998

	%	Pop '000
<b>Income level</b>		
Very poor	69.8	274
Poor	75.2	478
Lower middle income	75.6	1,431
Upper middle income	75.8	1,679
High income	69.9	480
<b>Mother tongue</b>		
French	77.5	3,759
English	58.9	239
Other	61.4	354

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

**Table 2.19.3**

**Lifetime use of CLSC Info-Santé according to mother tongue, population 15 years and older and population 15 years and older aware of the existence of the service, Quebec, 1998**

	Population 15 years and older	Population 15 years and older and aware of the service
	%	
Mother tongue		
French	31.2	41.1
English	19.1	33.3
Other	20.6	34.1

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

**Table 2.19.4**

**Use of CLSC Info-Santé in the course of a twelve-month period according to certain demographic and socio-economic and health characteristics, population 15 years and older aware of the existence of the service, Quebec, 1998**

	%	Pop '000
Demographic characteristics		
Lives in a household with one minor	41.6	743
Aged 15 to 64 and lives in a household with a person 65 years and older	27.1	47
Socio-economic characteristics		
Relatively low scolarity	31.6	253
Income level very poor	39.0	105
Health characteristics		
Perception of state of health (average or poor)	36.9	176
High level of psychological stress according to indicator	42.0	358
Long-term activity limitations	38.7	179
Consultation with a doctor within a two-week period	39.9	267
Hospitalization in the course of a twelve-month period	49.8	160
Day surgery in the course of a twelve-month period	41.9	88
Was not hospitalized in the course of a twelve-month period but lives in a household with someone who was	41.7	159
Did not have day surgery in the course of a twelve-month period, but lives in household with someone who did	38.0	101
<b>Total population aware of the existence of the service</b>	<b>32.0</b>	<b>1,381</b>

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

**Table 2.19.5**

**Use of CLSC Info-Santé 3 times or more in the course of a twelve-month period according to relative scolarity and income level, population 15 years or more having used the service in the course of a twelve-month period, Quebec, 1998**

	%	Pop '000
Relative scolarity		
Very low	31.7	80
Low	28.6	83
Average	24.0	67
High	24.3	66
Very High	21.7	62
Income level		
Very poor	31.5	33
Poor	32.8	56
Lower middle income	25.7	122
Upper middle income	24.3	122
High income	20.5	26
<b>Total population having used the service in a period of 12 months</b>	<b>26.0</b>	<b>358</b>

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

**Table 2.19.6**

**Use of CLSC Info-Santé 3 times or more in the course of a twelve-month period according to age of the youngest child in the household, population 15 years or more living in a household with a minor and having used the service in the course of a twelve-month period, Quebec, 1998**

	%	Pop '000
Age of the youngest child in the household		
0-2 years	48.4	132
3-5 years	31.3	45
6-11 years	20.4	31
12-17 years	16.1	28
<b>Total</b>	<b>31.8</b>	<b>236</b>

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

**Table 2.19.7**

**Use of CLSC Info-Santé 3 times or more in the course of a twelve-month period according to certain health characteristics, population 15 years or more having used the service in the course of a twelve-month period, Quebec, 1998**

	%	Pop '000
Health Characteristics		
Perception of state of health (average or poor)	32.9	59
High level of psychological stress according to indicator	29.9	107
Long-term activity limitations	33.6	60
Hospitalization in the course of a twelve-month period	42.5	68
Was not hospitalized in the course of a twelve-month period but lives in a household with someone who was	34.8	55
<b>Total population having used the service in a period of 12 months</b>	<b>26.0</b>	<b>358</b>

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

**Table 2.19.8**

**Lifetime use of CLSC Info-Santé according to sex and age, population 15 years and older and population 15 years and older aware of the existence of the service, Quebec, 1998**

	%
Men	
15-24 years	24.9
25-44years	39.3
45-64years	19.9
65 years or more	25.9
Total	29.9
Women	
15-24 years	47.2
25-44years	62.1
45-64years	37.1
65 years or more	33.7
Total	48.7
Both sexes	
15-24 years	37.5
25-44years	51.4
45-64years	29.2
65 years or more	30.3
<b>Total</b>	<b>40.1</b>

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

**Table 2.19.9**

**Use of CLSC Info-Santé in the course of a twelve-month period according to sex, age and mother tongue, population 15 years and older aware of the existence of the service, Quebec, 1998**

	Population 15 years and older	Population 15 years and older and aware of the service
	%	
<b>Men</b>		
15-24 years	12.5	21.2
25-44 years	22.4	31.4
45-64 years	9.7	14.7
65 years or more	13.7	19.7
Total	15.9	23.6
<b>Women</b>		
15-24 years	33.3	41.6
25-44 years	42.5	51.1
45-64 years	20.2	27.1
65 years or more	16.3	23.5
Total	30.3	38.9
<b>Both sexes</b>		
15-24 years	22.7	32.7
25-44 years	32.3	41.9
45-64 years	15.0	21.4
65 years or more	15.2	21.9
Total	23.2	32.0
<b>Mother tongue</b>		
French	25.0	32.9
English	14.4	25.0
Other	16.9	27.9

Source: Institut de la statistique du Québec, *Enquête sociale et de santé 1998*.

**Table 2.19.10****Persons who have used CLSC Info-Santé in a twelve-month period by mother tongue, Quebec, 1998**

	N=	18211	1029	1045	445
		<b>French</b>	<b>English</b>	<b>Other</b>	<b>n/a</b>
<b>Yes</b>		25.14%	16.33%	18.47%	13.48%
<b>No</b>		74.75%	83.67%	81.53%	85.17%
<b>Unknown</b>		0.11%	0.00%	0.00%	1.35%
		100.00%	100.00%	100.00%	100.00%

Source: Institut de la statistique du Québec, *Enquête sociale et de santé 1998*.**Table 2.19.11****Frequency of use of CLSC Info-Santé by those who have used the service in a twelve-month period by mother tongue, Quebec, 1998**

	N=	4598	168	193	66
		<b>French</b>	<b>English</b>	<b>Other</b>	<b>n/a</b>
<b>1-2 times</b>		73.08%	70.83%	74.09%	59.09%
<b>3-5 times</b>		19.07%	21.43%	18.65%	22.73%
<b>6 or more times</b>		7.42%	7.74%	7.25%	9.09%
<b>Unknown</b>		0.43%	0.00%	0.00%	9.09%
		100.00%	100.00%	100.00%	100.00%

Source: Institut de la statistique du Québec, *Enquête sociale et de santé 1998*.**Table 2.19.12****Persons using CLSC Info-Santé at some point in their life by mother tongue, Quebec, 1998**

	N=	18211	1029	1045	445
		<b>French</b>	<b>English</b>	<b>Other</b>	<b>n/a</b>
<b>Yes</b>		30.45%	20.41%	22.97%	20.22%
<b>No</b>		68.85%	79.20%	76.75%	77.30%
<b>Unknown</b>		0.70%	0.00%	0.00%	2.47%
		100.00%	100.00%	100.00%	100.00%

Source: Institut de la statistique du Québec, *Enquête sociale et de santé 1998*.